



# COMMENTS AND RATINGS

## West Lothian Trusted Trader Scheme

# Sandy Mudie Joinery

**NUMBER OF FEEDBACK FORMS RECEIVED: 60 (showing most recent 30)**

**AVERAGE SATISFACTION SCORE (OUT OF 10): 9.9**

The following feedback forms have been completed by previous customers, rating their experience of dealing with Sandy Mudie Joinery.

ONLINE FEEDBACK PROVIDED	Date received: 16 <sup>th</sup> March 2020			
	Total cost of work: £4600			
	Description of work: Utility Room Refurbishment and outside sockets fitted.			
	Comments: Sandy was very professional. He gave us good advice and lots of ideas to mull over. He explained every aspect of the job at our initial meeting. His quote was very competitive and we liked his friendly manner. He started the job when he said he would and kept us informed of progress as he went along. His workmanship is first class and the finished job has exceeded our expectations. We definitely recommend Sandy and will use him again.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

Total cost of the work £ 335-00 (inc VAT) Description of the work undertaken: * NEW DOUBLE GLAZED UNIT * 3 NEW DOOR HANDLES * 3 NEW WINDOW HANDLES * FIX LOFT HATCH 10/12/2019	Date received: 24 <sup>th</sup> December 2019			
	Total cost of work: £335 (inc. VAT)			
	Description of work: New double glazed unit, 3 new door handles, 3 new window handles, fix loft hatch. 10/12/2019			
Your comments: The trader was extremely helpful and courteous at all times Highly recommended	Comments: The trader was extremely helpful and courteous at all times. Highly recommended.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

<p>Total cost of the work £ <u>935-00 (inc VAT)</u></p> <p>Description of the work undertaken:  * <u>SUPPLY AND INSTALL A NEW PVCu DOOR</u> } 01/11/2018  * <u>UNDERTAKE SOME JOINERY WORK IN ATTIC</u></p> <p>Your comments:  <u>The trader was extremely helpful and courteous at all times</u>  <u>Highly recommended</u></p>	<p>Date received: 24<sup>th</sup> December 2019</p> <p>Total cost of work: £935 (inc. VAT)</p> <p>Description of work: Supply and install a new PVCu door. Undertake some joinery work in attic. 1/11/2018</p> <p>Comments: The trader was extremely helpful and courteous at all times. Highly recommended.</p>			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

<p>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 3<sup>rd</sup> September 2019</p> <p>Total cost of work: £1770</p> <p>Description of work: Supply and install a new uPVC door and large uPVC window. Build and install new wooden garden gate.</p> <p>Comments: Sandy was great to deal with from start to finish. He was professional and courteous with excellent communication throughout the process from initial contact through quotation to completion of the job. The work was carried out to an extremely high standard at a very competitive price and I would have no hesitation in recommending Sandy to others.</p>			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

<p>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 22<sup>nd</sup> May 2019</p> <p>Total cost of work: Not provided.</p> <p>Description of work: Replace 7 windows, including large downstairs windows and upstairs dormer windows, and 2 external doors.</p> <p>Comments: Thoroughly delighted by the work carried out. Every step of the process was carried out extremely professionally, from the initial quotation and the confirmation of precise requirements through to the installation and finish. I would have no hesitation in recommending Sandy for his first class workmanship and five star service.</p>			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 12 <sup>th</sup> February 2019			
	Total cost of work: £90			
	Description of work: Supply & fit a heavy duty handle & lock to an internal door.			
Comments: A time consuming & fiddly job as the existing door handle and lock were an odd size so he had to go away to get a different lock. Turned up when he said he would, excellent communication throughout, neatly done job and he tidied up too. Will happily have him back to do other work.				
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 3 <sup>rd</sup> September 2018			
	Total cost of work: £8350			
	Description of work: Replace 11 windows and a patio door set. Some of the windows were very large.			
Comments: Sandy Mudie Joinery replaced our windows which were almost 30 years old. Sandy visited the house to give us an initial estimate and then revisited to take accurate measurements. The work took three days to complete and was carried out to a very high standard with virtually no mess or damage to surrounding plasterwork and decoration. We are delighted with all aspects of the work including Sandy's friendly and customer focused attitude. We would not hesitate to recommend Sandy.				
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 12 <sup>th</sup> March 2018			
	Total cost of work: £6840			
	Description of work: 9 windows, 1 door with screen and 1 door.			
	Comments: I am extremely satisfied with everything regarding this job. Sandy and his team are extremely efficient and professional workers. The product and finish is excellent and all at an extremely competitive price! I've already arranged for him to do further work...I would thoroughly recommend him if you are considering work of this nature to be done.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

Total cost of the work £ <hr/> Description of the work undertaken: FITTING 10 WINDOWS FRENCH DOORS FRONT DOOR BACK DOOR.  Your comments: ABSOLUTELY OVER THE MOON WITH THE PRICE, QUALITY AND OVERALL WORKMANSHIP. WOULD HIGHLY RECOMMEND WITHOUT HESITATION.	Date received: 7 <sup>th</sup> February 2018			
	Total cost of work: Not provided.			
	Description of work: Fitting 10 windows, French doors, front door, back door.			
	Comments: Absolutely over the moon with the price, quality and overall workmanship. Would highly recommend without hesitation.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 1 <sup>st</sup> February 2018			
	Total cost of work: £3408			
	Description of work: To supply and fit: hall/vestibule door & screen, lounge door & screen - both shaker doors with obscure glass. 2 x kitchen doors (same door styles) and 7 x shaker solid internal doors. All white primed solid core with chrome Argo Lever on Square Rose handles with matching hinges and latches. All hinges in new positions and old doors removed.			
	Comments: The above work was carried out over 2 days and we found Sandy to be very hard working, reliable and would not hesitate to recommend him to others. All in all, 5* workmanship and 5* service. We will have no hesitation in requesting Sandy to carry out any future joinery work we require.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 1 <sup>st</sup> February 2018			
	Total cost of work: £2090			
	Description of work: To Supply and install 1 Anthracite Gray/White Composite door & Double Sidescreen. Garda D4 with Stipployte Glass - VEKA A rated product / Severe Weather Rated Handles / Hinges / Letterbox Plate in Graphite Internal: White PVCu trim, 10 year Guarantee – DGCOS. Removal of all associated waste			
Comments: We found Sandy delivered an excellent service with a high standard and reasonable price. He discussed and advised us on the types of front doors available. He arrived promptly as arranged, only stopping for a very short lunch-break and we are delighted with the quality of workmanship. We are thrilled with our new front door.				
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 17 <sup>th</sup> January 2018			
	Total cost of work: £6186			
	Description of work: Supply and fit 7 white insulated PVCu windows. Supply and install white insulated PVCu doors front (anthracite) and back door (white). All products Veka A rated / severe weather rated with secure internally beaded secure multi locking system, Thermal K glass. 28mm double glazing with warm edge spacer bar – argon gas filled. Brushed chrome handles etc. Full internal MDF finish. 10 year insurance backed guarantee (DGCOS). Removal of all waste.			
Comments: Professional, arrived on time, discussed preferences. Quote prompt, reasonably priced, delivered good job. Took advice re white MDF, more stable & modern, lovely finish. Work is solid, can tell he's rightly proud of what he does. Carried out the work in good time with his colleague Mark and father – all three were lovely, hardworking and considerate. It's great to know there's quality joiner for future work. Highly recommend. Less noise, we are enjoying the lovely heat in the house.				
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 21 <sup>st</sup> December 2017 Total cost of work: £2195 Description of work: Supply and fit front door & panel, moved handrail. Supply and fit back door. Comments: Sandy was quick to respond to initial inquiry. Quote was with us in 2 days. Excellent workmanship and would have no hesitation to recommend him to friends etc. He takes pride in his work and is an excellent tradesman.			
	Value for money	Quality of work	Service	Tidiness
	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 11 <sup>th</sup> December 2017 Total cost of work: £40 Description of work: Remove external door and strip down to fit frame. Comments: Very happy with the work. Would recommend Sandy to friends & family.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 3 <sup>rd</sup> August 2017 Total cost of work: £550 Description of work: New white wooden cupboard doors in the bedroom (2 sets of double doors). New handles and hinges. Plane down two interior doors. Comments: Fantastic service! Quick response to initial request for quotation, followed up quickly with a detailed estimate. Work scheduled quickly. Checked in 2 days in advance to confirm start time. Work carried out to a high standard, quickly and all mess tidied. Staff were very friendly and polite.			
	Value for money	Quality of work	Service	Tidiness
	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 1 <sup>st</sup> August 2017			
	Total cost of work: £1155			
	Description of work: Patio door installation.			
	Comments: Sandy & Matt installed a patio door for us. They're efficient, polite and respectful. They also recently expertly fitted new windows for us. They leave no mess and even vacuum the carpet afterwards! They take pride in their work and it shows. We are delighted with our new windows and patio door, and have no hesitation in recommending Sandy Mudie Joinery to anyone, as he is a trader you can definitely trust. You will get an excellent quality job done, at a fair and reasonable cost!			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 10 <sup>th</sup> May 2017			
	Total cost of work: £2150			
	Description of work: Replace 4 upstairs windows.			
	Comments: From start to finish job was undertaken professionally. Coverings on all flooring from front door up the stairs and in each room. Care taken in all rooms but especially in bathroom which is tiled. Both Mr Mudie and his colleague just started the job and worked efficiently until job was complete. Very pleased with result.			
	Value for money	Quality of work	Service	Tidiness
	9	9	10	10

ONLINE FEEDBACK PROVIDED	Date received: 2 <sup>nd</sup> May 2017			
	Total cost of work: £3450			
	Description of work: Supply and install 2 PVC doors and supply and fit 4 PVC windows.			
	Comments: Excellent job from start to finish no problems very pleased with the work done. Would definitely recommend you and your team. Thank you.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

<p>Total cost of the work £ 540.00</p> <p>Description of the work undertaken: FIT MIRROR WARDROBE DOORS.</p> <p>Your comments: Very courteous and friendly, dust sheets put up stairs, room left clean and tidy.</p>	<p>Date received: 28<sup>th</sup> March 2017</p> <p>Total cost of work: £540</p> <p>Description of work: Fit mirror wardrobe doors.</p> <p>Comments: Very courteous and friendly, dust sheets put up stairs, room left clean and tidy.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £ 1310.00</p> <p>Description of the work undertaken: <del>new fitted wardrobes</del> New fitted wardrobes knocked through from existing wardrobes.</p> <p>Your comments: Sandy gave competitive quote for the work. Explained how it would be done + timescale. Exactly what we wanted. Fantastic workmanship finished to high standard. Left job clean and tidy. Excellent work!</p>	<p>Date received: 28<sup>th</sup> March 2017</p> <p>Total cost of work: £1310</p> <p>Description of work: New fitted wardrobes knocked through from existing wardrobes.</p> <p>Comments: Sandy gave a competitive quote for the work. Explained how it would be done and timescale. Exactly what we wanted. Fantastic workmanship finished to high standard. Left job clean and tidy. Excellent work!</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £ 9270.00</p> <p>Description of the work undertaken: <sup>builtin microwave</sup> New fitted kitchen + appliances + flooring (laminat) Underlights + glass double doors inbetween livingroom + kitchen</p> <p>Your comments: Sandy gave a competitive quote and explain everything before starting. He used great quality products and finished on time to a high standard. A few tweaks by us but nothing too much trouble. Always left everything clean + tidy. Delighted with finished job.</p>	<p>Date received: 28<sup>th</sup> March 2017</p> <p>Total cost of work: £9270</p> <p>Description of work: New fitted kitchen and built in microwave and flooring (laminat). Under lights and glass double doors in between livingroom and kitchen.</p> <p>Comments: Sandy gave a competitive quote and explain everything before starting. He used great quality products and finished on time to a high standard. A few tweaks by us but nothing too much trouble. Always left everything clean and tidy. Delighted with finished job.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £ 5490.00</p> <hr/> <p>Description of the work undertaken:  <u>Replacement windows and french doors.</u></p> <hr/> <p>Your comments:  <u>Sandy gave us a very competitive quote so we decided to go with him. So glad we did he did a fantastic job for a competitive price and to a very high standard of finish. Clean + tidy job done to price and time scale quoted. Excellent service!!</u></p>	<p>Date received: 28<sup>th</sup> March 2017</p> <p>Total cost of work: £5490</p> <p>Description of work: Replacement windows and French doors.</p> <p>Comments: Sandy gave us a very competitive quote so we decided to go with him. So glad we did, he did a fantastic job for a competitive price and to a very high standard of finish. Clean and tidy job done to price and time scale quoted. Excellent service!!</p>			
<p>Customer Ratings (Out of 10)</p>	<p>Value for money</p>	<p>Quality of work</p>	<p>Service</p>	<p>Tidiness</p>
<p>Customer Ratings (Out of 10)</p>	<p>10</p>	<p>10</p>	<p>10</p>	<p>10</p>

<p>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 23<sup>rd</sup> March 2017</p> <p>Total cost of work: Not provided.</p> <p>Description of work: Build a new bespoke housing for our electric meter. Install shelves in our kitchen.</p> <p>Comments: Prompt and professional service. Will definitely use again and can highly recommend to others.</p>			
<p>Customer Ratings (Out of 10)</p>	<p>Value for money</p>	<p>Quality of work</p>	<p>Service</p>	<p>Tidiness</p>
<p>Customer Ratings (Out of 10)</p>	<p>10</p>	<p>10</p>	<p>10</p>	<p>10</p>

<p>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 5<sup>th</sup> February 2017</p> <p>Total cost of work: £600</p> <p>Description of work: New sliding mirrored wardrobe doors supply and fit.</p> <p>Comments: A pleasure to deal with from start to finish. Ticked every box. Such a tidy and fast excellent job. Would recommend 100%.</p>			
<p>Customer Ratings (Out of 10)</p>	<p>Value for money</p>	<p>Quality of work</p>	<p>Service</p>	<p>Tidiness</p>
<p>Customer Ratings (Out of 10)</p>	<p>10</p>	<p>10</p>	<p>10</p>	<p>10</p>

<p>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 27<sup>th</sup> January 2017</p> <p>Total cost of work: Not provided.</p> <p>Description of work: Work undertaken below has been over a few years. New Kitchen. New Double glazed front &amp; back doors. New internal doors. New bespoke wardrobes</p> <p>Comments: We have used SMJ over a number of years now and we cannot fault anything with the professional service he provides. The various jobs we have asked him to do for us have all gone without a hitch. He does seem to go the extra mile to get things right. Very hard working and conscientious are traits which we know we get when Sandy is doing work for us. We would certainly recommend him to anyone.</p>			
<p>Customer Ratings (Out of 10)</p>	<p>10</p>	<p>10</p>	<p>10</p>	<p>10</p>

<p>Total cost of the work £ 1900</p> <hr/> <p>Description of the work undertaken:</p> <p><u>RAISE LOFT FLOOR TO CLEAR INSULATION. THEN FLOOR LOFT</u>  <u>AND INSTALL NEW LOFT HATCH &amp; LADDER.</u>  <u>NEW SHELVES &amp; COAT HOOK IN CUPBOARDS.</u></p> <hr/> <p>Your comments:</p> <p><u>EXCELLENT JOB. ARRIVED ON TIME. VERY TIDY. BEHAVES JOB.</u>  <u>JOB COMPLETED EARLY. HIGHLY RECOMMENDED.</u></p>	<p>Date received: 19<sup>th</sup> December 2016</p> <p>Total cost of work: £1900</p> <p>Description of work: Raise loft floor to clear insulation then floor loft and install new loft hatch &amp; ladder. New shelves &amp; coat hooks in cupboards.</p> <p>Comments: Excellent job. Arrived on time. Very tidy. Explains job. Job completed early. Highly recommended.</p>			
<p>Customer Ratings (Out of 10)</p>	<p>10</p>	<p>10</p>	<p>10</p>	<p>10</p>

<p>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 14<sup>th</sup> November 2016</p> <p>Total cost of work: £2999</p> <p>Description of work: Replaced all windows with new double glazed sash windows with vertical astragal bars.</p> <p>Comments: I got a couple of quotes for the work, both of a similar price. Although Sandy's was slightly more expensive I chose him as he made a point of visiting to take measurements for the initial estimate (I had to supply measurement details by email for the other one). Sandy provided an excellent service and his work was of a high standard. He was punctual and a pleasure to deal with. I would have no hesitation in using him again and will definitely recommend him to friends.</p>			
<p>Customer Ratings (Out of 10)</p>	<p>10</p>	<p>10</p>	<p>10</p>	<p>10</p>

<p>Total cost of the work £ <u>20-00</u></p> <p>Description of the work undertaken: <u>CUT EXISTING WORKTOPS AND ALTER CARCASS TO ALLOW NEW COOKER TO BE INSTALLED</u></p> <p>Your comments: <u>Extremely pleased with the job that has been done, very pleasant guy.</u></p>	<p>Date received: 2<sup>nd</sup> November 2016</p> <p>Total cost of work: £20</p> <p>Description of work: Cut existing worktops and alter carcass to allow new cooker to be installed.</p> <p>Comments: Extremely pleased with the job that has been done, very pleasant guy.</p>			
<p>Customer Ratings (Out of 10)</p>	<p>10</p>	<p>10</p>	<p>10</p>	<p>10</p>

<p>Total cost of the work £ <u>345</u></p> <p>Description of the work undertaken: <u>New skirting boards in living room and hall</u></p> <p>Your comments: <u>Excellent job and communication</u></p>	<p>Date received: 6<sup>th</sup> October 2016</p> <p>Total cost of work: £345</p> <p>Description of work: New skirting boards in livingroom and hall.</p> <p>Comments: Excellent job and communication.</p>			
<p>Customer Ratings (Out of 10)</p>	<p>10</p>	<p>10</p>	<p>10</p>	<p>10</p>

Total cost of the work £

Description of the work undertaken:

NEW DOUBLE GLAZING:	AND
12 WINDOWS	12 NEW INTERNAL DOORS.
2 DOORS	
1 SET OF FRENCH DOORS.	

Your comments:

Great professional service, delighted with quality of work.. excellent communication from start to finish, would definitely use Sandy again. Very fair price. Very happy customer.

Date received: 21<sup>st</sup> June 2016

Total cost of work: Not provided.

Description of work: New double glazing. 12 windows, 2 doors, 1 set of French doors and 12 new internal doors.

Comments: Great professional service, delighted with quality of work. Excellent communication from start to finish. Would definitely use Sandy again. Very fair price. Very happy customer.

Value for money

Quality of work

Service

Tidiness

Customer Ratings (Out of 10)

10

10

10

10